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PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

Application: 09/944,676	Examiner: Mosser, Kathleen M.
Filed: 08/31/2001	Art Unit: 3713
Inventor: Burgin, et al.	Atty Ref.: 1160215-0538115
Title: <b>SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT</b>	

REQUEST FOR CONTINUED EXAMINATION (RCE)

Mail Stop RCE  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. The following submission is being filed in support of the RCE:

- a. ☐ Previously submitted
- i. ☐ Consider the Amendment/Reply After Final under 37 CFR 1.116 previously filed on \_\_\_\_\_.
  - ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_.
  - iii. ☐ Other:
- b. ☒ Enclosed
- i. ☒ Amendment/Reply
  - ii. ☐ Affidavit(s)/Declaration(s)
  - iii. ☐ Information Disclosure Statement (IDS)
  - iv. ☐ Other \_\_\_\_\_.

12/12/2005 DEMMANU1 00000010 09944676

01 FC:1801 790.00 OP

12/12/2005 DEMMANU1 00000010 09944676

02 FC:1252 450.00 OP

Respectfully Submitted,



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ANDREW B. ULMER